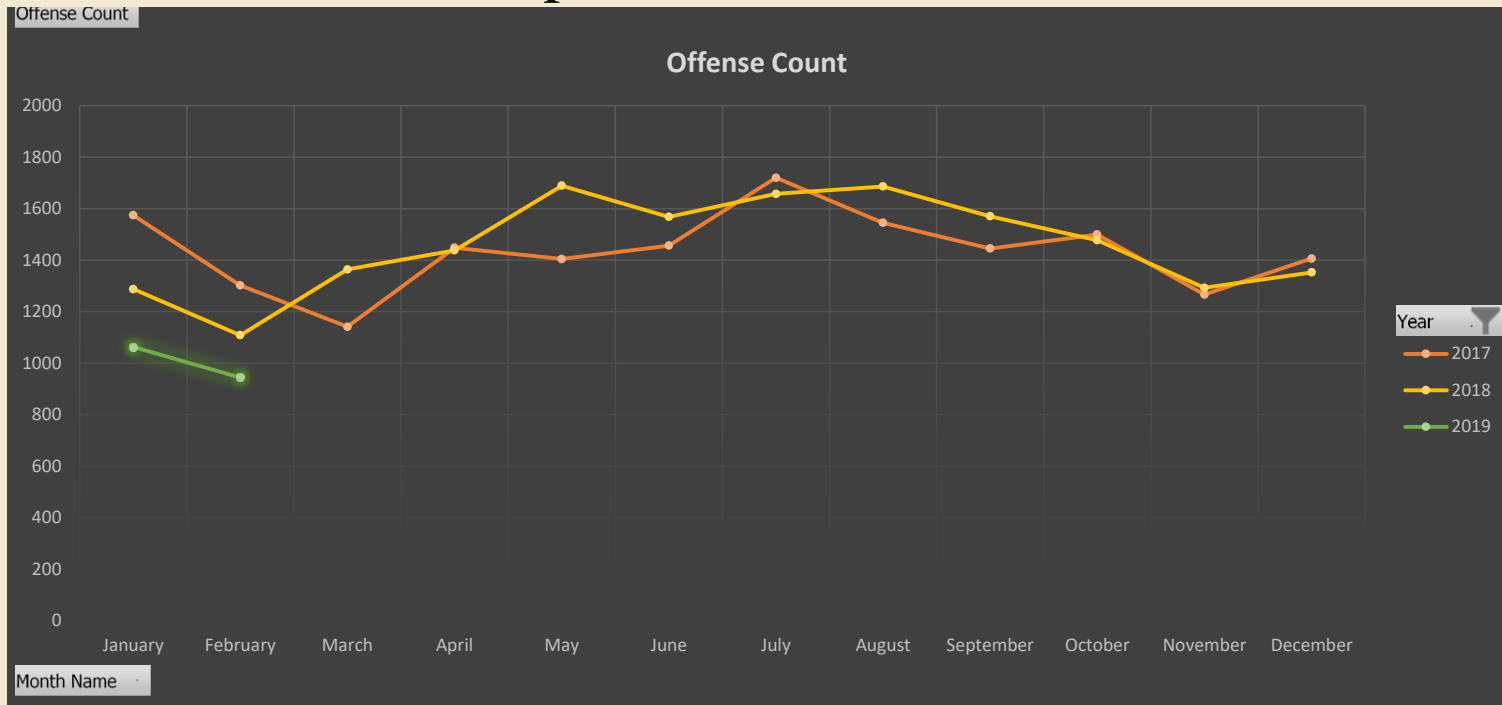


# Rockford Police Department

# Rockford Police Department

## NIBRS Group A Offense Count 2017-2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	1574	1302	1141	1448	1404	1456	1720	1545	1445	1499	1266	1406	17206
2018	1287	1108	1364	1438	1689	1568	1657	1686	1570	1477	1292	1352	17488
2019	1063	944											2007
District 1	443	392											835
District 2	371	301											672
District 3	249	250											499
Unknown		1											1
Grand Total	3924	3354	2505	2886	3093	3024	3377	3231	3015	2976	2558	2758	36701

# Rockford Police Department

## Group A Comparison

### Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Feb 15, 2019 - Feb 21, 2019	Feb 22, 2019 - Feb 28, 2019	% Change	Feb 01, 2018 - Feb 28, 2018	Feb 01, 2019 - Feb 28, 2019	% Change	Jan 01, 2018 - Feb 28, 2018	Jan 01, 2019 - Feb 28, 2019	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	32	30	-6%	136	110	-19%	281	244	-13%
Property Crimes (220, 23A-H, 240)	69	71	3%	370	284	-23%	784	590	-25%

**Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery**

**Property Crimes: Burglary, Theft, Motor Vehicle Theft**

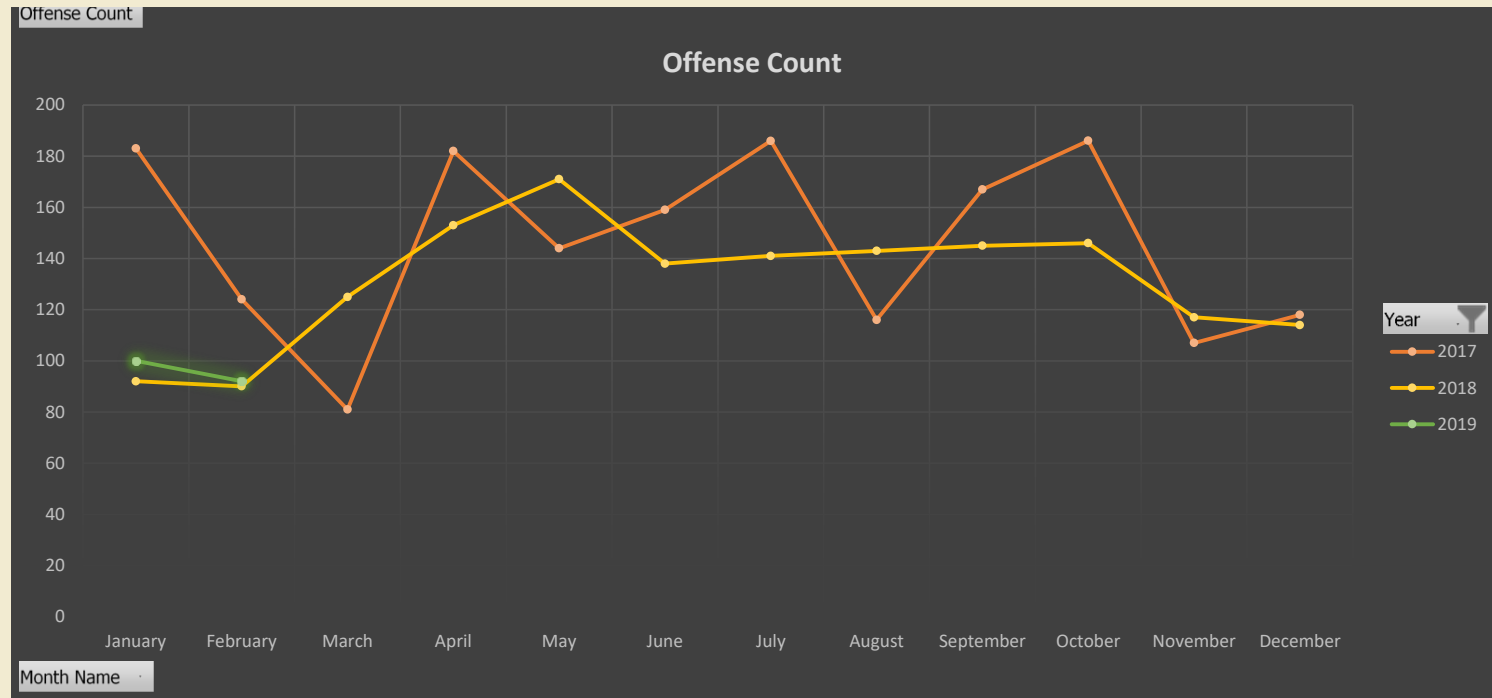
# *Rockford Police Department*

## **Aggravated Battery / Shots Fired 2017-2019**

<b>CITY OF ROCKFORD GUNFIRE</b>					
<b>GUNFIRE</b>	<b>2017</b>	<b>2018</b>	<b>2018 YTD</b>	<b>2019 YTD</b>	<b>% Change</b>
Shot Spotter Calls for Service for Gunfire (8100)	x	624	0	142	<b>NC</b>
Calls for Service for Gunfire (1410)	3,918	2,682	392	251	<b>-35.97%</b>
Calls for Service for Gunfire <b>Total</b>	3,918	3,306	392	393	<b>0.26%</b>
Shots Fired Incidents Including Homicide	592	497	60	56	<b>-6.67%</b>
Victims Struck by Gunfire Including Homicide	150	125	13	11	<b>-15.38%</b>
Guns Recovered	242	223	29	15	<b>-48.28%</b>

# Rockford Police Department

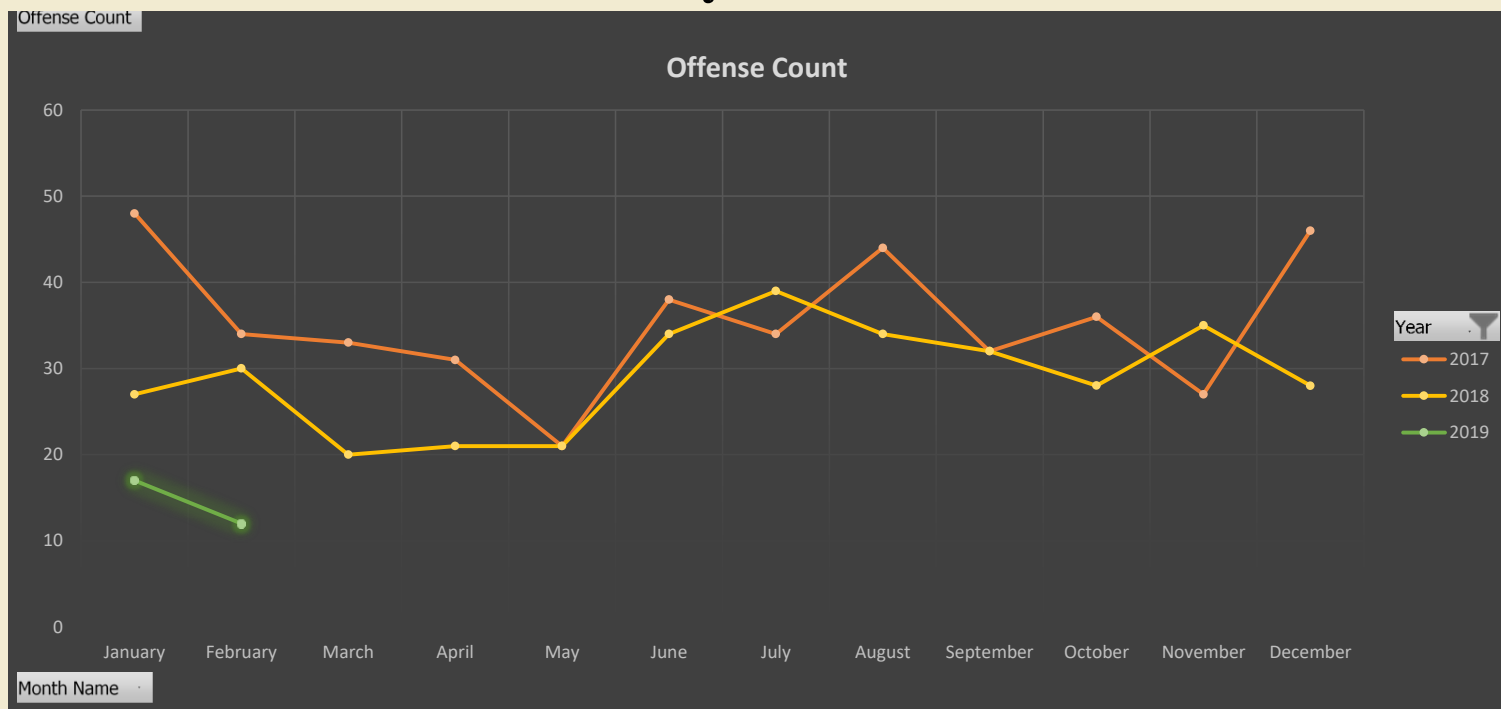
## Aggravated Assault 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	183	124	81	182	144	159	186	116	167	186	107	118	1753
2018	92	90	125	153	171	138	141	143	145	146	117	114	1575
2019	100	92											192
District 1	59	43											102
District 2	34	34											68
District 3	7	15											22
Grand Total	375	306	206	335	315	297	327	259	312	332	224	232	3520

# Rockford Police Department

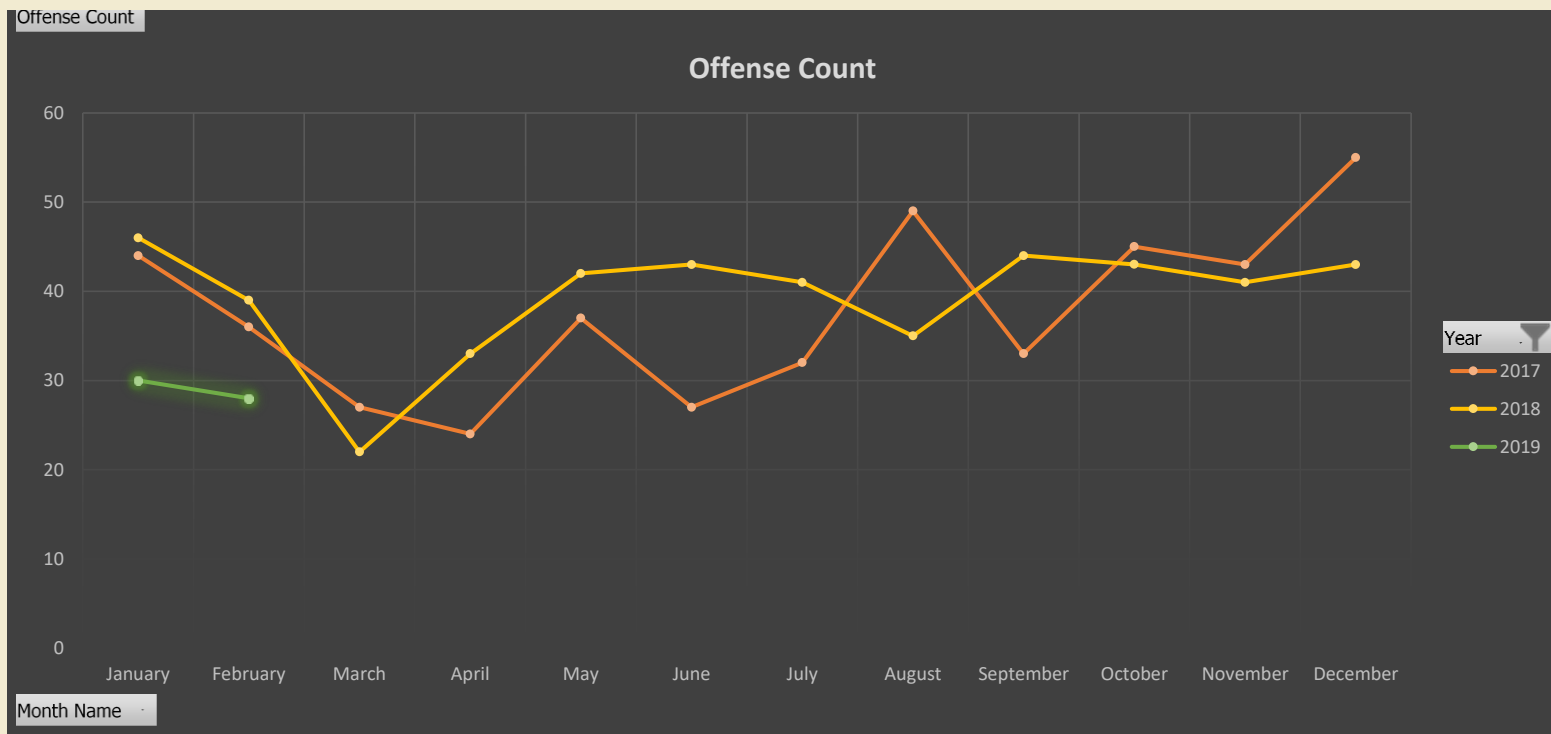
## Robbery 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	48	34	33	31	21	38	34	44	32	36	27	46	424
2018	27	30	20	21	21	34	39	34	32	28	35	28	349
2019	17	12											29
District 1	6	3											9
District 2	7	6											13
District 3	4	3											7
Grand Total	92	76	53	52	42	72	73	78	64	64	62	74	802

# Rockford Police Department

## Auto Thefts 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	44	36	27	24	37	27	32	49	33	45	43	55	452
2018	46	39	22	33	42	43	41	35	44	43	41	43	472
2019	30	28											58
District 1	14	7											21
District 2	8	8											16
District 3	8	13											21
Grand Total	120	103	49	57	79	70	73	84	77	88	84	98	982

# *Rockford Police Department*

## **Accomplishments**

- Family to Family Program
- City Wide Tobacco Compliance Checks
- Catholic Charities Refugee Orientation Program
- City Wide Rockford Apartment Association Meeting



# Rockford Fire Department

PRESENTED BY:  
Derek Bergsten-Fire Chief

- Maintain and improve health and safety throughout the organization
- Enhance career related training and development throughout all department levels
- Continually improve and enhance delivery of service to the citizens
- Recruit and retain a diverse and effective workforce
- Foster community outreach and agency partnerships

Rockford Fire Department  
Key Strategic Initiatives  
2018

# Rockford Fire Department

## Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 calls answered in 10 seconds or less	90%	86.25%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	89.25%
EMS	Utstein Rating	Cardiac Survival Rate	31.8%	26.10%
	EMS Customer Service	Overall customer experience rating	95%	93.67%
	Mobile Integrated	Reduction of hospital admissions	25%	22%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	91.39%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest/NTA/intervention	15%	0.00%
	Inspections	General inspection performed within the last four years	95%	78.66%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	30

# Rockford Fire Department

## Incidents

Incident Type	2018	2019	% Change	Diff
Fire	83	65	-21.69%	-18
EMS & Search and Rescue	3,900	3,633	-6.85%	-267
Hazardous Condition	69	95	37.68%	26
Service/Good Intent Call	551	583	5.81%	32
False Alarm & False Call	287	315	9.76%	28
Other Incident Type	7	5	-28.57%	-2
<b>Total</b>	<b>4,897</b>	<b>4,696</b>	<b>-4.10%</b>	<b>-201</b>
<b>Average per Day</b>	<b>83.00</b>	<b>79.59</b>	<b>-4.10%</b>	<b>-3.41</b>

Incident Type	5 yr Avg	2019
Fire	78	65
EMS & Search and Rescue	3,552	3,633
Hazardous Condition	81	95
Service/Good Intent Call	410	583
False Alarm & False Call	269	315
Other Incident Type	9	5
<b>Total</b>	<b>4,398</b>	<b>4,696</b>

# *Rockford Fire Department*

## **Achievements**

- Deployed Lucas automatic chest compression devices to the ambulances
- Completed Lieutenants testing and have a posted list
- Completed multiple IAP's related to the cold weather and ice conditions
- 3 new Ladders received

# *Rockford Fire Department*

## **Areas of Improvement**

- 911 CAD system upgrades
- Hazmat physicals
- Upcoming Captains, District Chief, and Inspector testing

# *Rockford Fire Department*

**NOW TAKING  
APPLICATIONS**



The logo is a Maltese cross with a red outline and a yellow center. The word "ROCKFORD" is written in yellow across the top arm, and "EST. 1881" is written in yellow across the bottom arm. The word "FIRE" is written in large, bold, red letters with a black outline across the center of the cross. The background of the logo is a fiery, orange and yellow flame.

**FIREFIGHTER/  
PARAMEDIC**

**FEB 1, 2019 - MARCH 17, 2019**  
**ROCKFORDIL.GOV/FIRE**

**EQUAL OPPORTUNITY EMPLOYER**



A square QR code located at the bottom right of the poster.

# Public Works Department

PRESENTED BY:

Mark Stockman

Director



- **Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation**

- **Improved infrastructure & redevelopment to attract businesses to the City of Rockford**

- **Street maintenance program which provides commuters with clean, safe and well-maintained streets**

**Public Works Department  
Key Strategic Initiatives**

**2019**

- **Operate and maintain the public water system in a manner that protects public health and enhances the community**
- **Maintain a stormwater management program that protects the public and the environment while enhancing the community**

# Street & Transportation

Mitch Leatherby – Street & Transportation  
Superintendent

# Street & Transportation

## Dashboard

		2019 Avg Monthly Target	Jan	Feb	YTD AVE.
Street Operations	Unresolved Pothole Requests	100	49	147	98
	Potholes Patched	6250	5683	7144	6414
	Arterial Pothole Req. - % Completed ≤ 10 Days	90%	100%	97%	99%
	Res. Pothole Req. - % Completed ≤ 30 Days	90%	100%	97%	99%
	# Trees Trimmed	200	129	84	107
	# Trees Removed	50	7	7	7
	# Trees Planted	70			-
	Unresolved Forestry Prune or Removal Requests	150	51	53	52
	Total Requests	600	224	638	431
	Total Unresolved Requests	250	39	233	136
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	-
	% Signals Repaired Compared to Reported	95%	100%	100%	100%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	80%	100%	90%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%

# *Street & Transportation*

## **Achievements**

- Street Department had 515 requests from the public to patch potholes. In total 7, 144 potholes were patched with 116 tons of cold patch applied despite having to utilize the same crews for numerous snow & ice events.
- Snow & Ice operation(s) – Ensuring that each route is covered for all operations through-ought the month. Staff from multiple operating divisions and departments are utilized in order to successfully fill all routes.

# Street & Transportation

## Achievements Cont'd

- **Snow Plowing / Salting operations during February**

### Quick Facts:

- # plowing / salting rotations: 15
- Staff time plowing and salting: 3,227 Hours
- 1,180 individual plow/salt requests addressed
- Multiple snow, ice, rain and freezing rain events.
- Salt usage in Tons: 6,264

## 9 Consecutive Days with Measurable Snow in Rockford

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

**This is a record long stretch for Rockford!**

Old record was 7 days twice: Jan 1-7, 1994 & Jan 24-30, 1994

Records date back to 1905



National Weather Service Chicago

[weather.gov/chicago](http://weather.gov/chicago)

2/11/2018 6:37 AM

Measurable means 0.1" or more, so basically accumulating snow.

# Water Division

PRESENTED BY:  
Kyle Saunders, Water Superintendent

# Water Division

## Dashboard

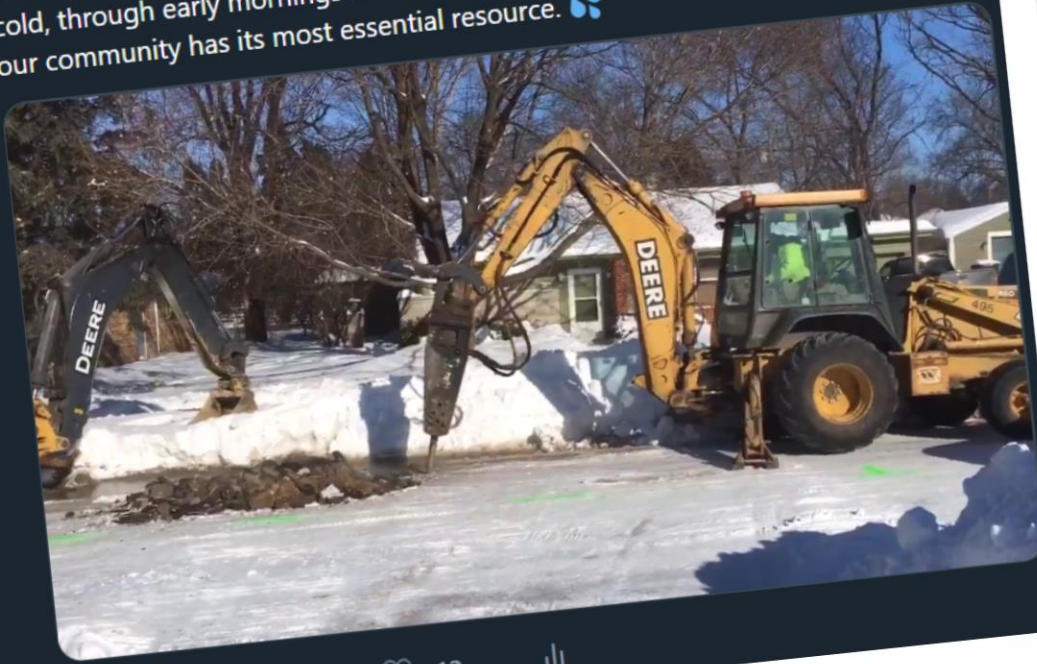
Monthly Performance			2019 Monthly Target	Jan	Feb	2019 YTD Average	2018 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	2	3.8	4.0	3.9	4.7
		% of Total Repairs That Are Planned	70%	61%	44%	53%	63%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	14	19	17	7
		# of Winter Backlog Jobs	130	36	84	60	57
		Water Main Flushed (mi)	40			Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	2465	1006	1233	1120	1869
		Days Priority S /O Outstanding	30	3	21	12	9
		Backlog of Priority S /O	50	18	7	18	14
	Production	Maintenance Work Orders	200	80	93	87	158
		Service Pressure Excursions	45	13	15	14	35
		% Preventative Maintenance	60%	61%	35%	48%	37%
		# of Water Quality Complaints	3	0	0	0	2
		% Design Demand	100%	133%	139%	136%	155%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.6%	2.3%	2.5%	2.3%
		Operating Revenue, % of Plan	95%	98%	102%	100%	99%
		Number of New Water Connections	5	3	0	2	8

# Water Division

## #WATERNERDS at Work

Rockford Water @rkfdwater · Feb 16

The #waternerds, with help from our partners @KyleMarkhardt #ntrakgroup have worked 6 main breaks since yesterday morning. Whether rain or shine, hot or cold, through early mornings and late nights, #rkfdwater works hard to ensure our community has its most essential resource. 💧



**ICYMI:** Rockford Water staff, in coordination with support from N-Trak Group, worked 6 main breaks in an approx. 30-hour span on Feb 15th -16th. That's water at work!



# *Water Division*

## Accomplishments:

- Excellent Quality, Stable Pressure and Sufficient Supply
- U29 Well Rehab
- U35 Well Rehab
- U40 Phase I Well Rehab
- Rockford Water Leadership Program
- Phase I Cellular Communications
- Rockford Water Brand Identity
- Beta Long-Range Financial Modeling (Forecast5)
- SRF Project Plan

## Areas of Improvement:

- Water Loss Control Program
- Energy Savings PDA (Meter Replacement)
- Cedar Street Roof Replacement
- Water Main Replacement Program Design Engineering
- LSLR Program Changes
- U39 Radium Treatment Design
- Wentworth Tower Rehab
- Commercial Focus Group Discovery

# Engineering Division

PRESENTED BY:  
Timothy Hinkens, P.E.  
City Engineer

# Engineering Division

## Dashboard

Monthly Performance		2019 Monthly Target	Jan	Feb
ROW/Development/Stormwater	# of Site Plans Reviewed	7	1	1
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%
	# of Development Plans Reviewed	1	2	0
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA
	# of ROW/DWY Permits Issued	100	90	51
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%
	ROW/DWY Permits Closed	100	0	0
	ROW/DWY Permits Still Open	700	869	1028
	Detention Basins Inspected (odd years)	60	0	0
	Detention Basins Requiring Follow-up (odd years)			
	Industrial High Risk Inspections On-Site	9	9	14
	Erosion Control Inspections On-Site (5 Winter; 25- S /S /F)	25	6	6
	New Illicit Discharge (IDDE) Investigations	1	2	2
	IDDE Investigations w/in 72 hrs	100%	100%	100%
	IDDE Investigations Unresolved	8	6	6
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	NA		10
	SWPPP Reviews	3	1	0
	Stormwater Service Requests	20	10	14
	SW Requests Generated Proactively (>50% of Total)	50%	3	2
	SW Requests Generated Reactively (<50% of Total)	50%	7	12
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	100%	100%	100%

# *Capital Improvement Program*

## **Accomplishments**

- IDOT Projects
  - North Main Street Corridor – Significantly complete; final restoration this spring
  - Harrison Avenue – Construction complete
  - West State Street Phase 2 – Land Acquisition to be completed by Summer; Utility relocation to follow; Roadway Construction in 2020
  - IL-2 & US-Bypass-20 Interchange Reconstruction – Construction to begin in March. Three year schedule.
  - East State Street Resurfacing (Mill Road to Bell School Road) - IDOT pushed Letting back to late 2019
  - East State Street Widening (Bell School Road to I-90 Ramps) – Construction completed
- Neighborhood Program
  - 3 of 14 Ward Plans completed
  - Neighborhood allocation projects identified
  - Construction this summer

# *Capital Improvement Program*

## **Updates Continued**

- Capital Roadway Projects
  - Commercial & Industrial Street Program: Roadway network around RPS bus depot under design
  - Arterial & Collector Street Program: Lyford Road, Pierpont Avenue, Sandy Hollow all under design
- Highway Bridge & Structure Repair
  - Seminary Street Bridge over Keith Creek – currently out for RFP for design, construction in 2020
  - 15<sup>th</sup> Avenue Bridge over Rock River Repairs – currently awaiting federal funding award
  - 1<sup>st</sup> Street & 2<sup>nd</sup> Street Bridges over the UP Railroad – currently petitioning the ICC to have UP replace
  - Bridge Repairs under design
- Stormwater & Drainage
  - Gregory Heights Drainage Improvements – Currently under land acquisition phase
  - Keith Creek Bank Stabilization – Phase 1 under construction; Phase 2 out to bid in Spring
- Sidewalk & Active Transportation
  - East & West State Street Sidewalk TAP Project – Currently under QBS process for design; construction in Fall

# *Capital Improvement Program*

## **Updates Continued**

- Capital Lighting & Traffic Signals Program
  - New Towne Pedestrian Signals – under design; Construction in Summer
  - Charles Street & 10<sup>th</sup> Street Traffic Signals – under planning phase
- Community Enhancement & Economic Development
  - Mercy Way and Lyford Road – Construction complete
  - Strathmoor Drive Extension – Currently under design; out to bid in June; Construction in 2019 & 2020
  - Chestnut Street Bridge Multi-Use Path – Currently under design; Construction in Fall

# Construction & Development Services

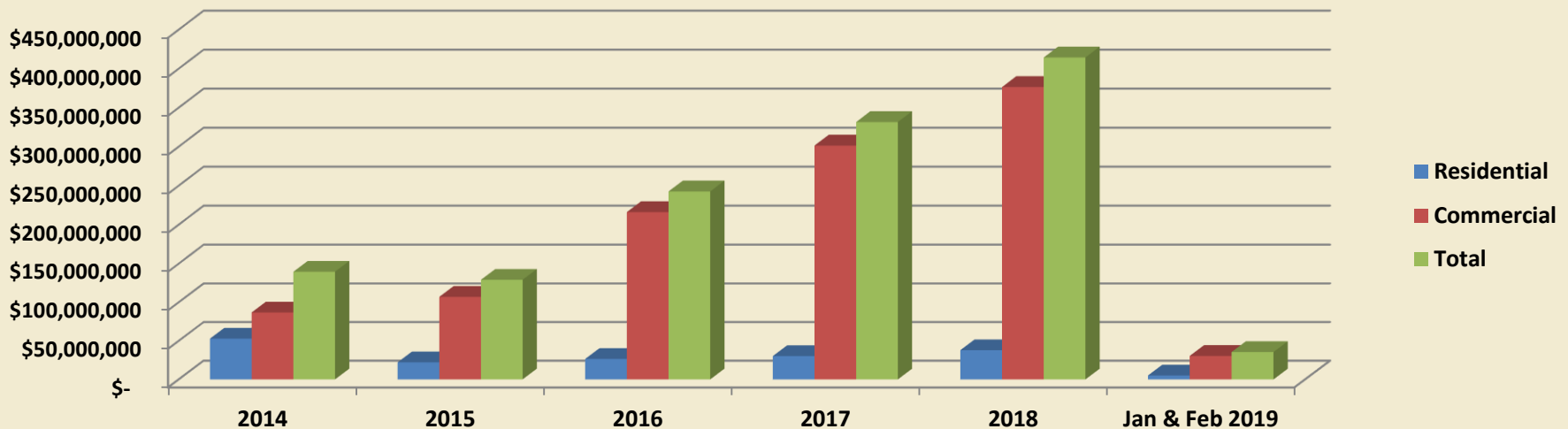
PRESENTED BY:

Nelson Sjostrom, Building Code Official, CDS Manager

# ***CEDD - Construction & Development Services***

## **Construction Valuations(Residential & Commercial)**

### **Residential & Commercial Project Valuations from January 2014 thru February 2019**



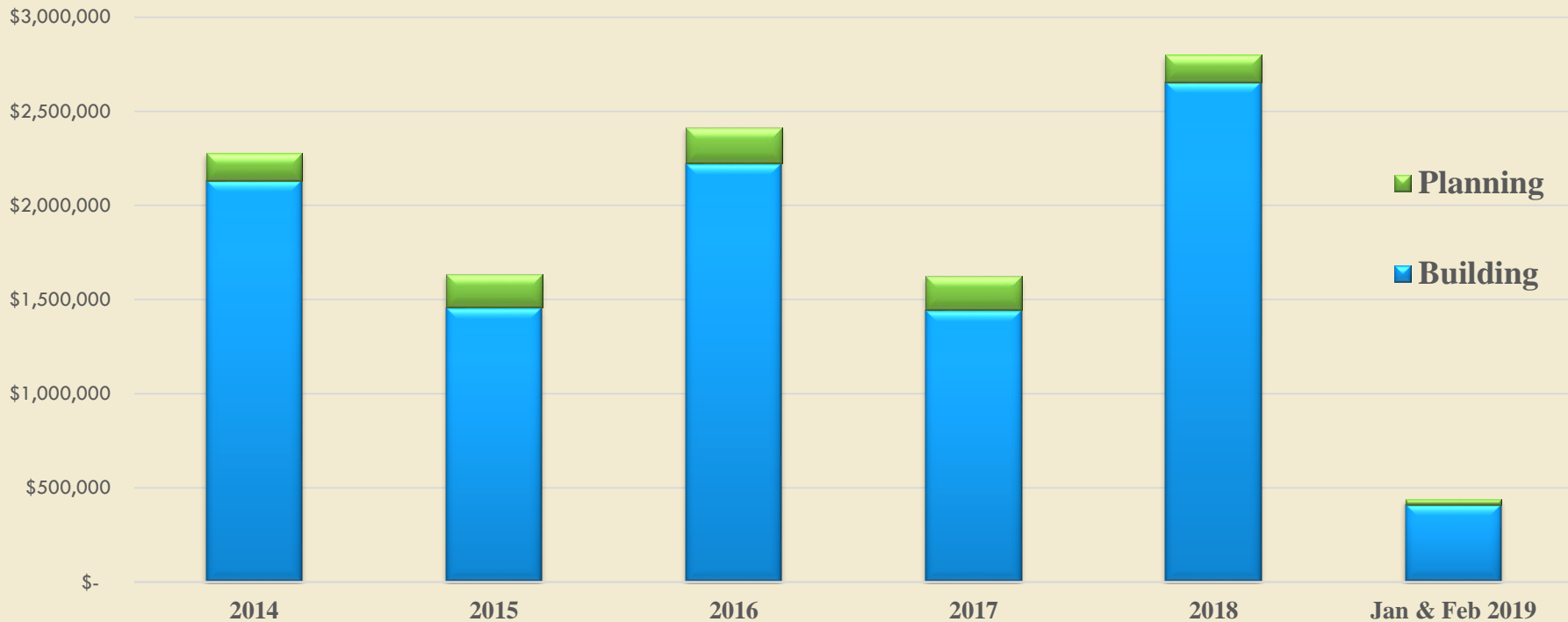
### **Residential & Commercial Project Valuations**

	2014	2015	2016	2017	2018	Jan & Feb 2019	% Change reflects the time period of January & February 2018 compared to January & February 2019
<b>Residential</b>	\$ 52,796,024	\$ 22,098,220	\$ 26,486,997	\$ 30,205,802	\$ 37,842,914	\$ 5,060,296	-45.01%
<b>Commercial</b>	\$ 86,746,135	\$ 107,000,438	\$ 216,061,659	\$ 301,340,980	\$ 376,412,421	\$ 30,459,778	149.30%
<b>Total</b>	\$ 139,542,159	\$ 129,098,658	\$ 242,548,656	\$ 331,546,782	\$ 414,255,335	\$ 35,520,074	65.83%



# CEDD - Construction & Development Services

Permit Fees(Revenue) from January 2014 thru February 2019

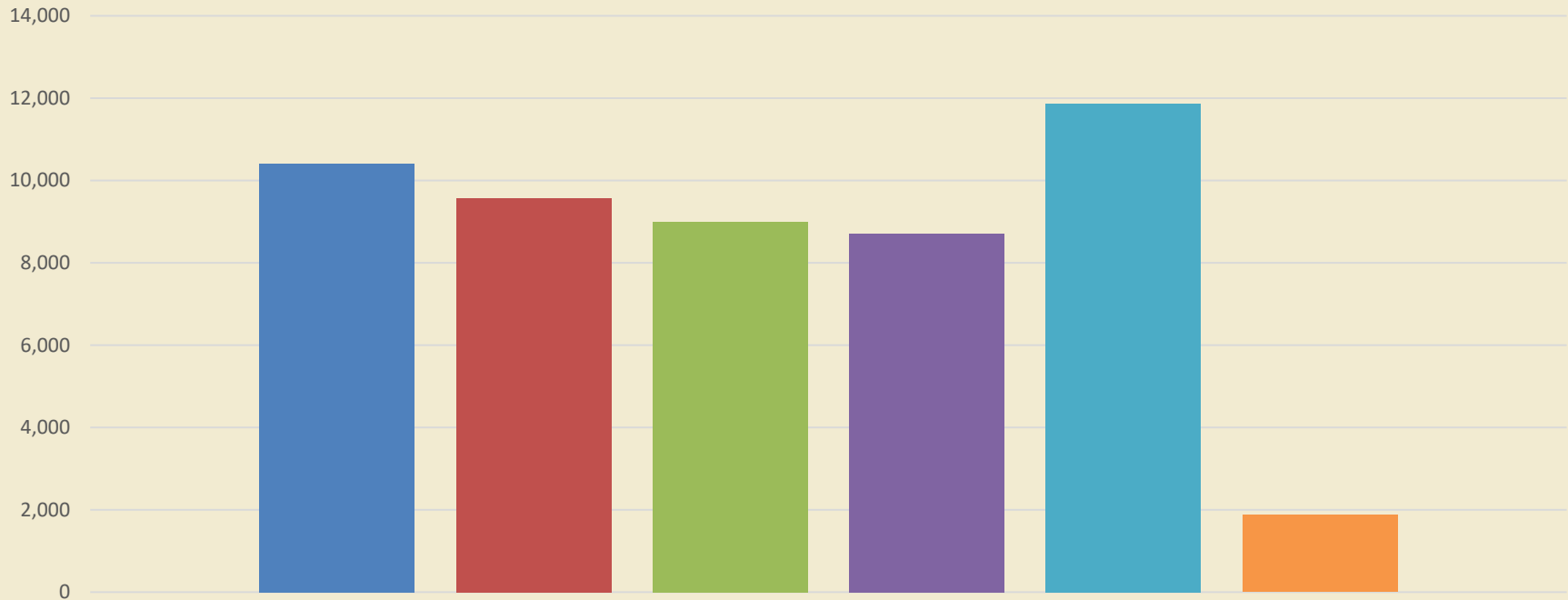


## TOTAL PERMIT FEES (Revenue)

	2014	2015	2016	2017	2018	Jan & Feb 2019	% Change reflects the time period of January & February 2018 compared to January & February 2019
<b>Building</b>	\$ 2,131,184	\$ 1,456,553	\$ 2,223,112	\$ 1,444,896	\$ 2,654,220	\$ 409,967	-18.56%
<b>Planning</b>	\$ 145,296	\$ 177,378	\$ 190,635	\$ 179,674	\$ 145,647	\$ 29,280	-6.04%
<b>Total</b>	\$ 2,276,480	\$ 1,633,931	\$ 2,413,747	\$ 1,624,570	\$ 2,799,867	\$ 439,247	-17.83%

# ***CEDD - Construction & Development Services***

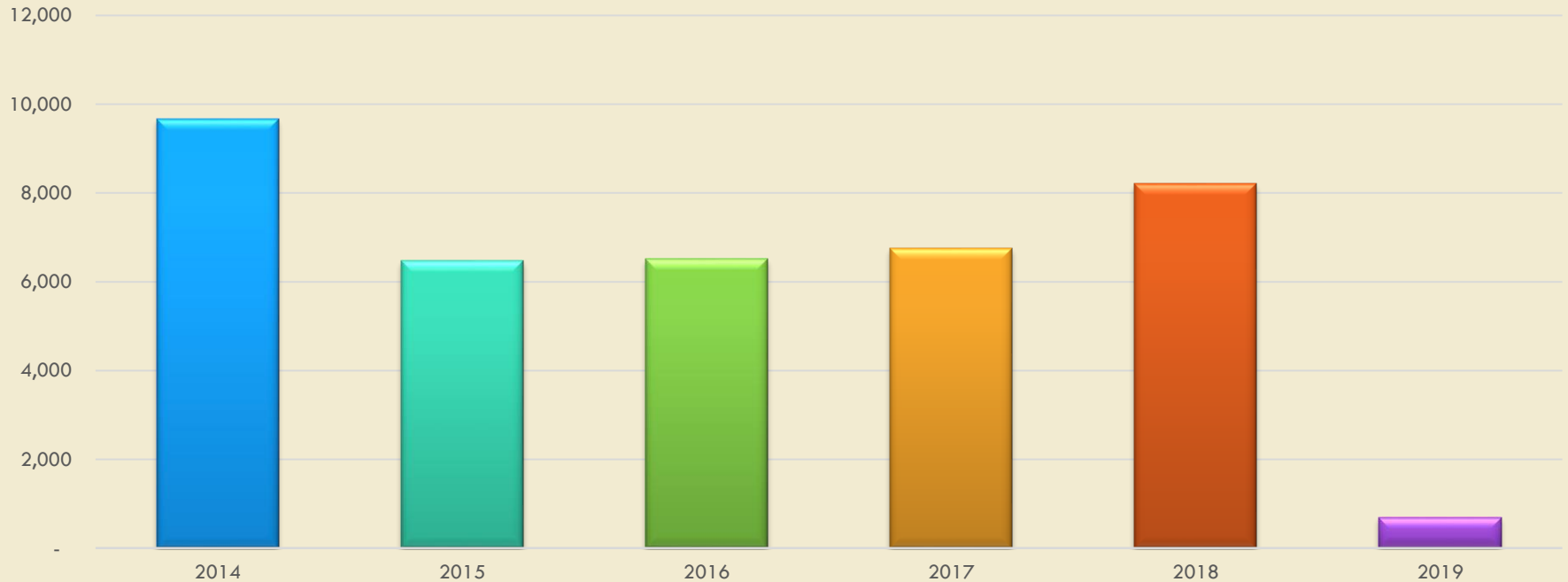
**Total Inspections from January 2014 thru February 2019**



Total Inspections						
2014	2015	2016	2017	2018	2019	% Change reflects the time period of January & February 2018 compared to January & February 2019
10,410	9,572	8,991	8,710	11,866	1,875	20.12%

# ***CEDD - Construction & Development Services***

**Total Permits Issued from January 2014 thru February 2019**

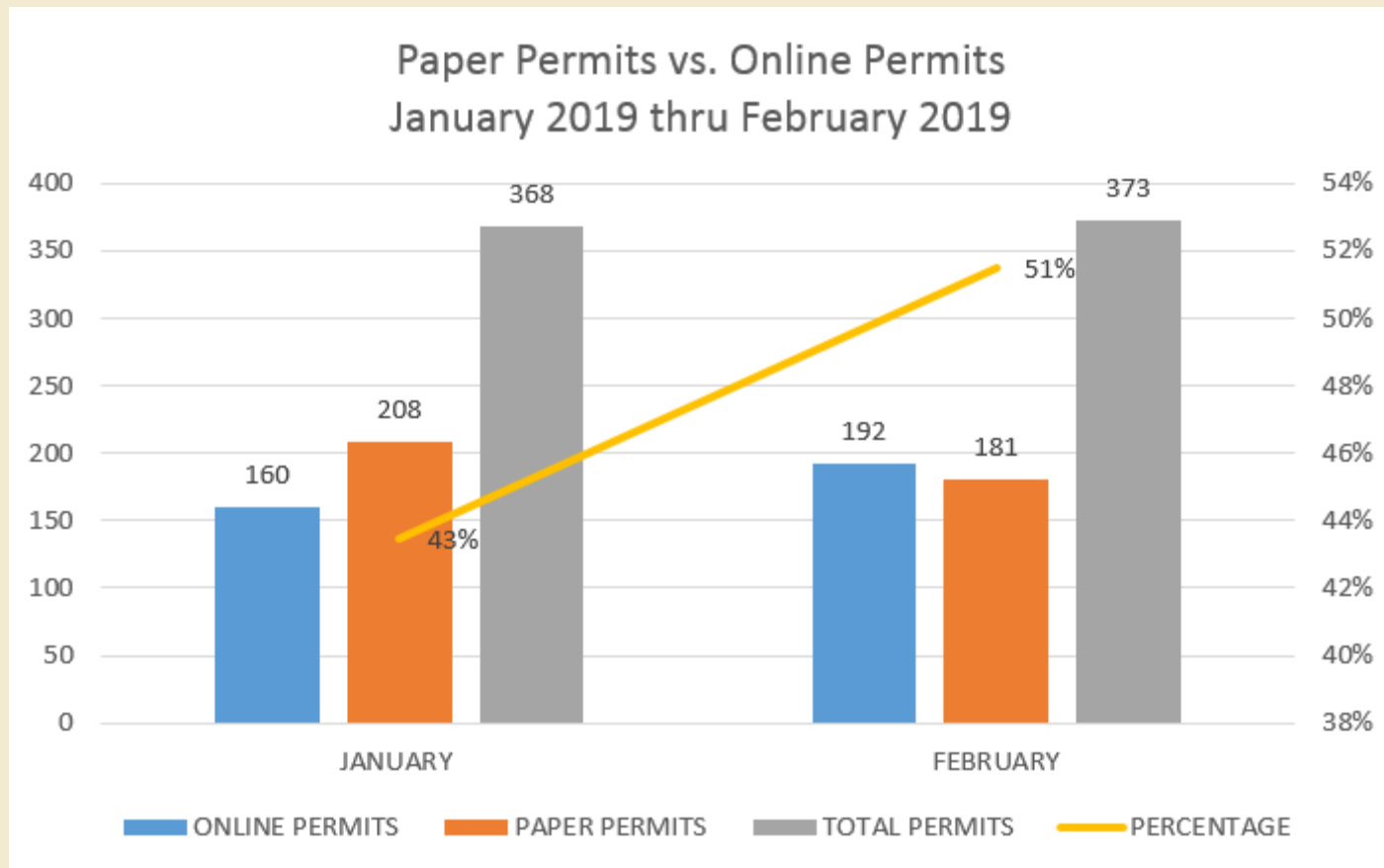


## **Total Permits**

2014	2015	2016	2017	2018	2019	% Change reflects the time period of January & February 2018 compared to January & February 2019
9,664	6,463	6,508	6,744	8,215	694	-19%

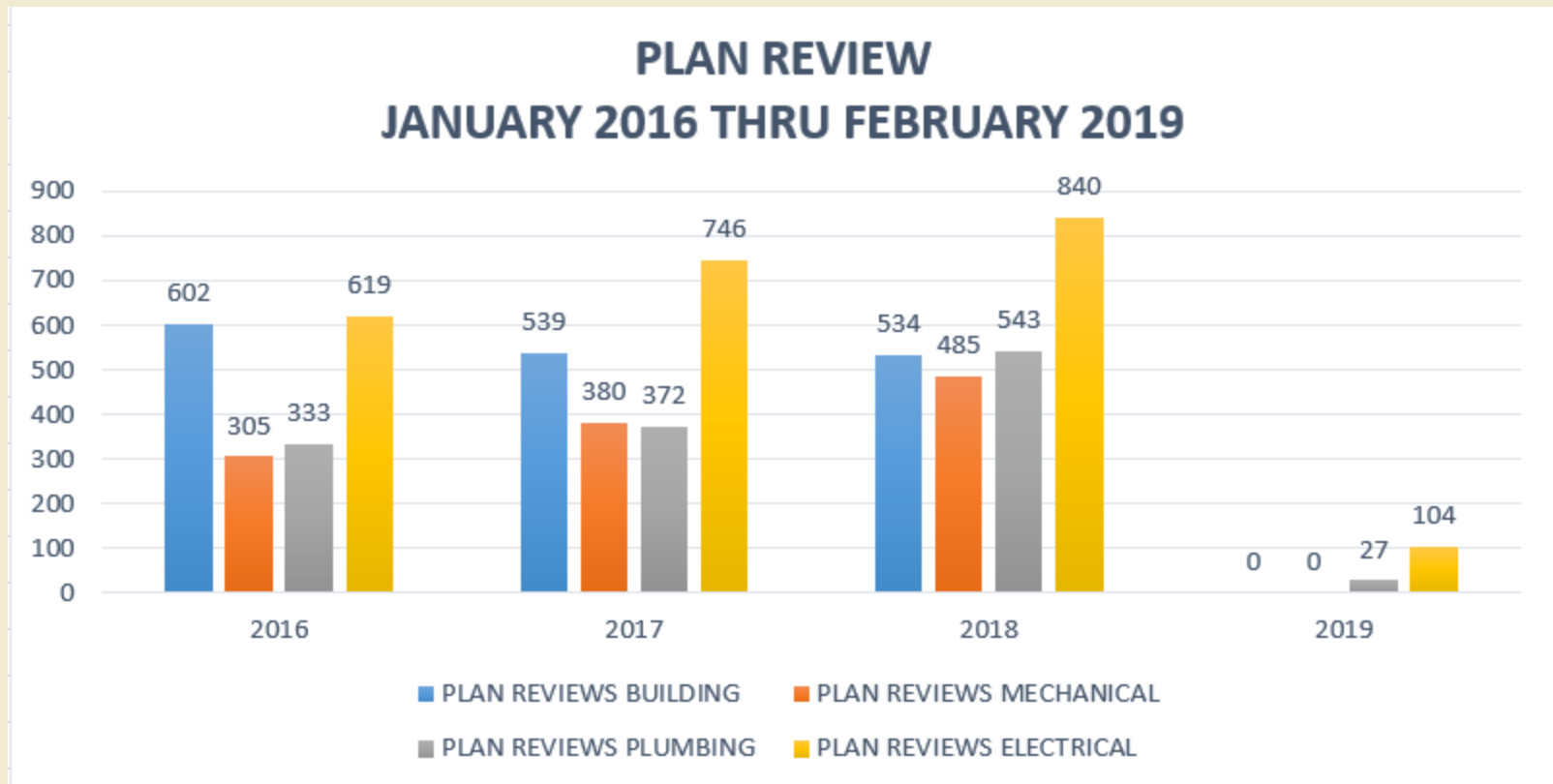
# ***CEDD - Construction & Development Services***

## **Online Permits Percentage** **January 2019 thru February 2019**



# ***CEDD - Construction & Development Services***

***Plan Reviews January 2016 thru February 2019***



# ***CEDD - Construction & Development Services***

## ***Achievements***

- Implemented Temporary Digital Plan Review
- Developed Elevator Inspection Program
- Facilitated Program to Identify Vacant and Foreclosure Properties
- Inspection Staff Professional Development
- Oversaw Essex and North Main nursing home demolition

# Community and Economic Development Department

PRESENTED BY:

Mark Williams

Economic Development Manager

# *CEDD - Economic Development*

## Scorecard

Economic Development Data Quarterly Performance		2019 Annual Target	First Quarter Through 2/28/19		Second Quarter		Third Quarter		Fourth Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New and Retained Projects		20	5	2	5	0	5	0	5	0	20	2
Industrial New and Retained Projects		12	3	3	3	0	3	0	3	0	12	3
New and Retained Jobs		800	200	103	200	0	200	0	200	0	800	103
Total Investment	Private Investment	\$ 145,000,000	\$	2,518,669	\$	-	\$	-	\$	-	\$	2,518,669
	Public Investment		\$	42,204	\$	-	\$	-	\$	-	\$	42,204
	Percentage, Public Investment		1.68%								1.68%	



# CEDD - Economic Development

## Achievements

- Enterprise Zone – River Edge Redevelopment Zone and TIF Projects
  - IPS Systems LLC
  - Precision Masters Inc
  - Viking Chemical
- Development Agreements
  - Guilford Crossings Annexation Agreement Property Tax Abatement
- CDBG Projects
  - Bergstrom Expansion
- TIF Projects
  - South Rockford TIF Amended and New South Main – Rock Street (Colman Village) TIF Approved

# CEDD - Economic Development

## Achievements Continued

### **The following USEPA Grant Applications were Submitted:**

- Community Wide Assessment Grant for Hazardous Substances (\$175,000) and Petroleum \$125,000 with the total Federal Amount being \$300,000
- USEPA Brownfields Cleanup Grant Program for up to \$400,000 for the Rockford Watch Factory site at 325 S. Madison Street and the site at 128 Kishwaukee Street
- Site Specific Assessment Grant Application for the Rockford Products site at 707 Harrison Avenue, with the Federal amount being \$200,000

# CEDD - Economic Development

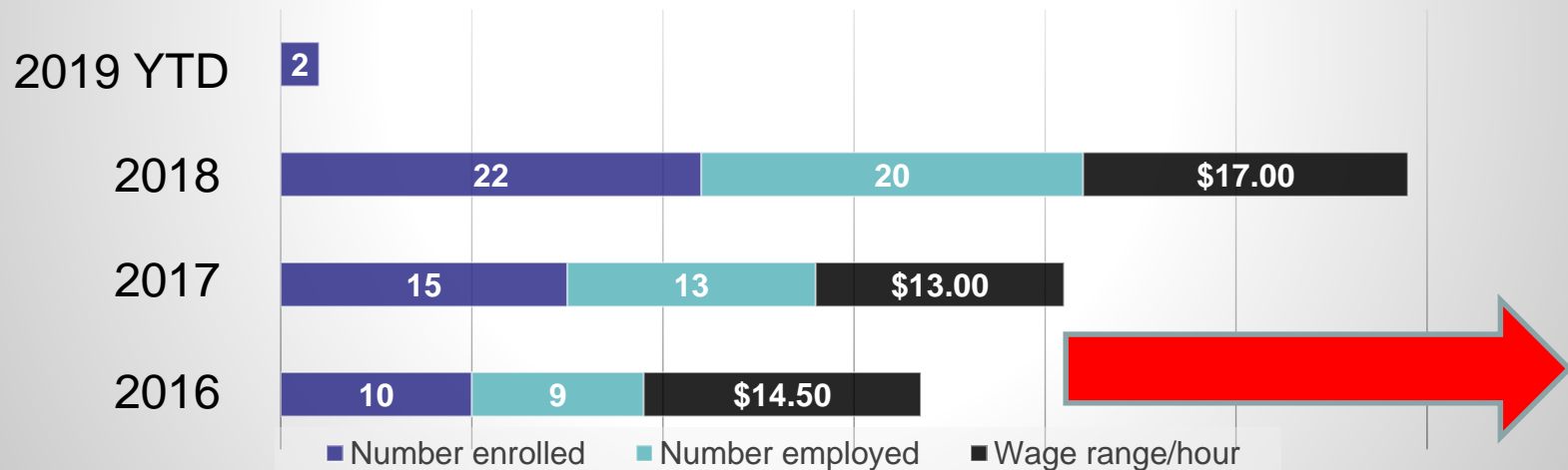
## Achievements Continued

- 9 BUSINESSFirst Meetings Held to Date in 2019
- Rockford North End Businesses - group selected a board of directors and established plans to incorporate.
- Kikifer's Beauty Supply open for business (was supported by CDBG)
- Highland Cleaners re-opened (with support of Miracle Mile)
- Participating on planning committee for the Think Big! Entrepreneurship Festival and Expo (press conference 3/6)

# Human Services Department

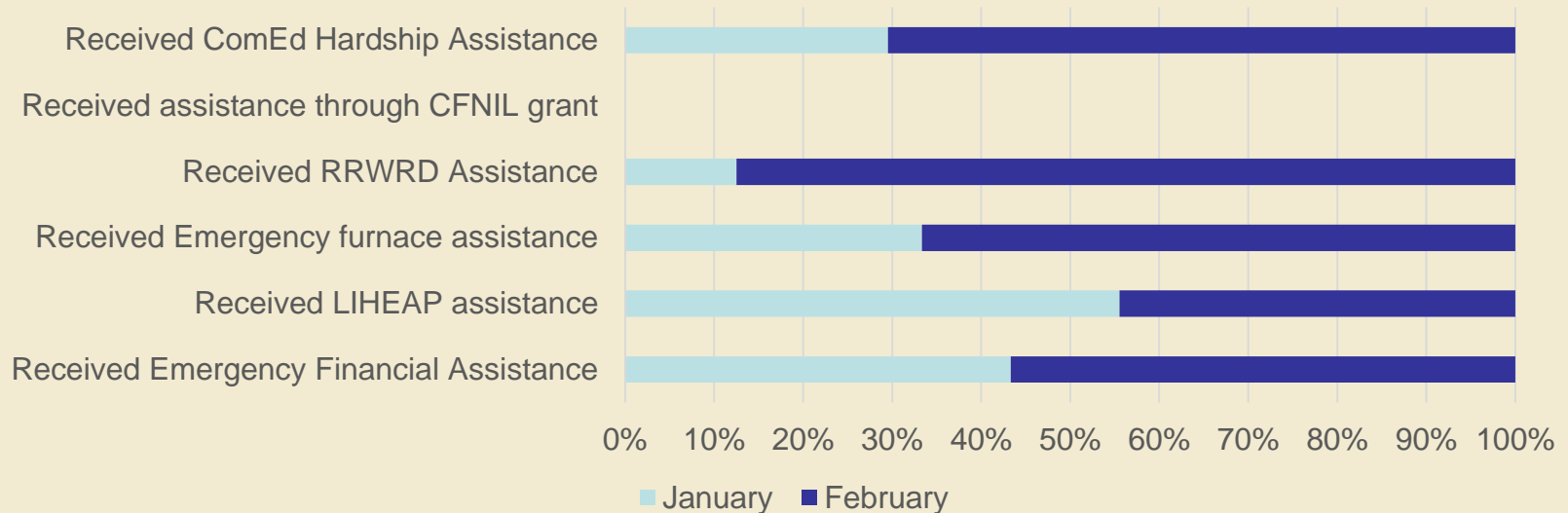
Community Services Division

## High Demand Job Training



Community Services provides financial assistance to help income eligible persons obtain training in fields that are high demand leading to self sufficiency.

## 2019 Emergency Assistance Programs

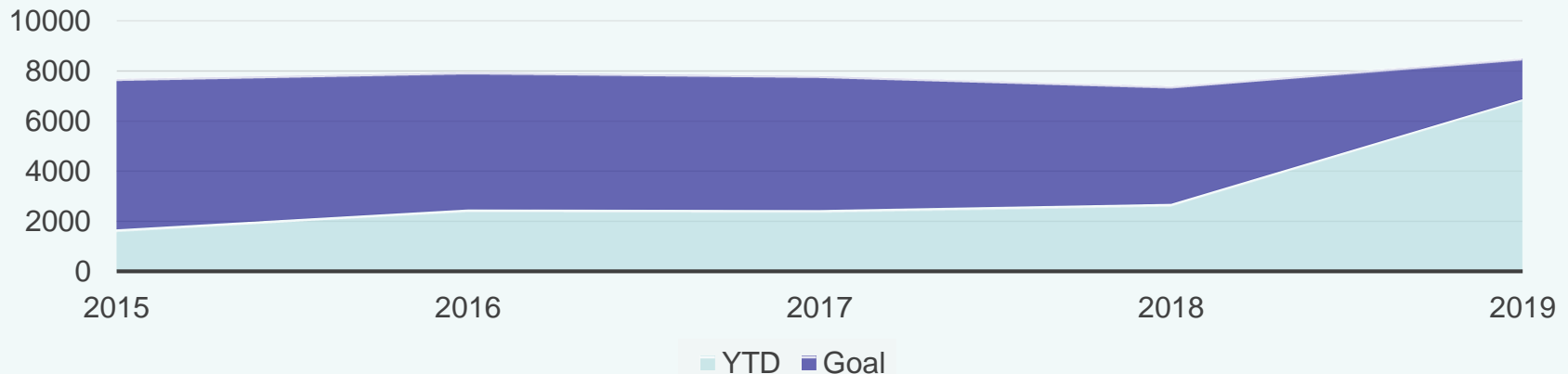


Emergency Assistance programs provide financial assistance to income eligible persons in crisis who cannot meet basic needs such as utility costs, life/safety repairs and other hardships.



## 18-19 LIHEAP APPLICATIONS

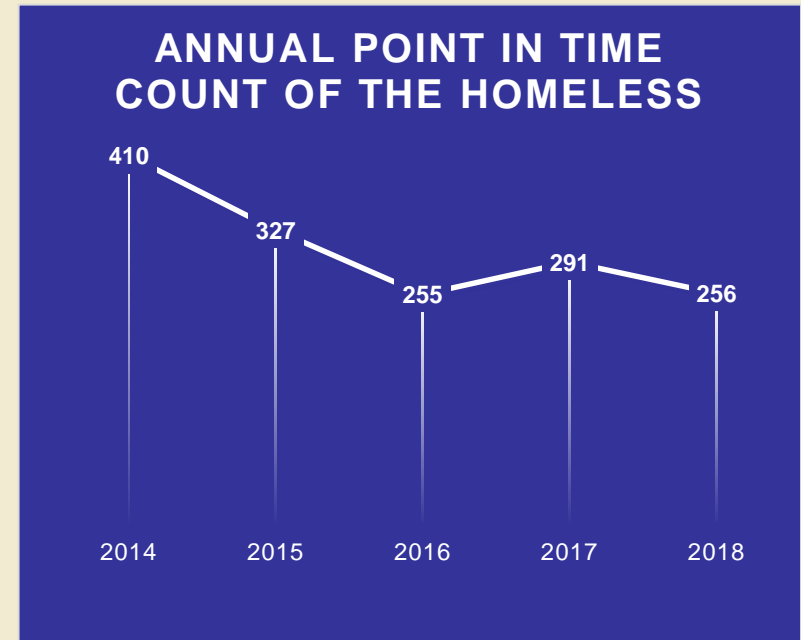
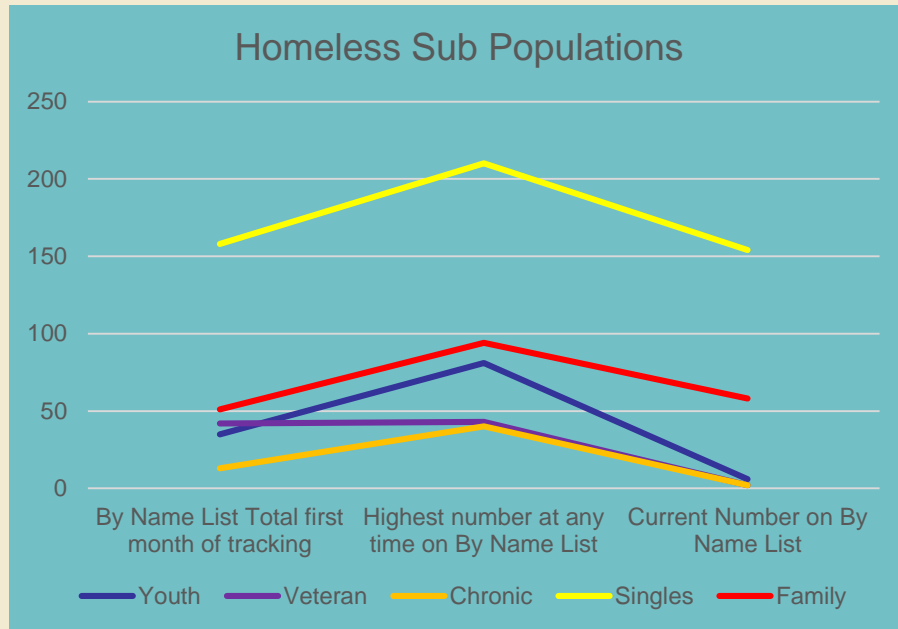
Goal 8,500



Statewide, LIHEAP applications have fallen 5% since last year, our community has increased our application level by over 10%. This is not a reflection of increased need but of our efforts to connect with eligible community members by creating open sites at various community locations on Tuesdays that allow eligible citizens to walk in and apply at a location and time that is convenient to them.

Approximately 40,000 residents in the two county area are eligible for assistance.

## Built for Zero Progress- Ending Homelessness



Sub populations were measured at the point we started working with the population, (early for veteran and chronic, recent for others) the highest point at any time and the current population.



PY 2019:

- ☐ 45 emergency furnace repairs/replacements
- ☐ 45 homes weatherized
- ☐ Funding of 1,155,300 for work on income eligible homes.
- ☐ 60% of funds expended YTD for 7/1/18-6/30/19



*Weatherization  
Works*

We will be using about \$400,000 per year in utility company funding over the next two years to weatherize the homes in the Central Terrace Cooperative, providing that community with significant energy efficiency savings. As one of two housing cooperatives in our area, they have long provided safe, affordable housing in our community.

# *Community Services Division*

## **Achievements**

- Increased LIHEAP applications through outreach, largest increase statewide.
- Reduced youth homelessness (unaccompanied minors aged 16-24) to less than ten, reaching a point where any new homeless youth can be permanently housed within 30 days.
- Over 90% of all persons assisted since July, 2018 who were facing eviction have maintained and stabilized their housing
- City of Rockford Departments Recruiting Event
- Presenting at the National Built for Zero Conference in March
- Approved for Vista workers to assist in nutrition and homeless programs.